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IN REPLY
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OCT 30 2002

MEMORANDUM FOR CORPORATE BOARD
COMMANDERS, DLA FIELD ACTIVITIES

SUBJECT: Information Technology (IT) Guidelines for Implementation of the Telework Policy

This memorandum establishes additional guidelines for implementing IT solutions in support of the approved Telework Policy of April 2002. All DLA sites will provide basic IT requirements to support telework needs for an alternative work site. IT solutions for computer equipment, software, connectivity, and telephone use will be consistently applied throughout DLA, based on the following guidance.


- a. The use of personally-owned computers and equipment is authorized for off-line document preparation, web e-mail, Internet research, and training. Due to security requirements, personal computers are not authorized to be connected to the DLA network to access network files and e-mail through Exchange software, to access some designated Government functional applications, or to use Public Key Information signature certificates. Regular telework participants are to be transitioned to a laptop computer with a port replicator for use at the official duty station and the alternative work site.
- b. Computer software used by teleworkers must be approved in the DLA architecture, covered by vendor license agreement, and compatible with office software. The software must be installed on Government-owned equipment and personal computers when used by teleworkers in order to avoid the introduction of viruses and external intrusion. Each DLA site will establish a method to scan for viruses of compact disk and floppy disk transported files. DLA will not provide any software for installation onto personally-owned computers; neither will DLA assume liability for damage or repair of personal computers. DLA will provide appropriate security and firewall software for the Government-owned laptop.
- c. DLA sites must determine the best solution to provide a capability in their environments to support connectivity and security requirements for teleworkers. Acceptable solutions include implementation of a virtual private network (now being acquired with firewall software) and/or terminal server capability, such as provided with Citrix software.
- d. If the duties of the teleworkers require access to the Internet, the teleworkers will be responsible for contracting with an Internet service provider or the teleworker must select a Telework Center as an alternative work site. DLA sites will not be responsible for providing Internet service for teleworkers. Regardless of the type of Internet connection the



teleworker may have, such as a "dial-up" Internet connection, a Digital Subscriber Line connection, or a cable connection, the teleworker will be responsible for providing appropriate connectivity for the DLA-provided laptop. Each DLA-provided laptop will have the capability to be connected to a Local Area Network (LAN) by an onboard RJ-45 Ethernet connection. This will accommodate the teleworkers if they choose to work at a Telework Center on their LAN or if the teleworkers need to be connected to the DLA LAN while in a DLA office.

e. Telephone solutions for the teleworker will include use of their voice mail system at the official duty station and local phone service available at the alternative work site. The Government will provide employees with the means for access to business-related long distance phone calls. The Federal Technology Services (FTS) 2001 Calling Card is the preferred solution for telework long distance phone call requirements. There is no initial cost for acquiring a calling card and cost is on a usage basis. Each call has an initial \$0.22 cent setup charge and a 4 cent per minute usage fee. The FTS 2001 Calling Card has OCONUS capability and can be used from any telephone. There is also a monthly record of all calls made by users. The Verizon "Call Forwarding Universal" or similar feature found on duty station telephones is not an authorized solution for teleworkers. These solutions can result in excessive, unauthorized costs and provide for less control of unauthorized and unofficial calls.

The recommended IT solutions, as described in this memorandum, will facilitate an effective Telework Program. Questions concerning this guidance may be addressed to Mrs. Sandra King, J-634, (703) 767-2141, DSN 427-2141, or e-mail: sandra_king@hq.dla.mil.


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